



# IMPORTANT SAFETY WARNING



## PRODUCT RECALL

Raymarine ACU Autopilot

**URGENT ACTION REQUIRED**

Dear Customer,

As part of our regular quality monitoring it has come to our attention that a small quantity of **ACU-150 / ACU-400** units manufactured between *June and July 2022* have been fitted with a drive component of incorrect specification.

Whilst the ACUs may function correctly, there is a risk that this component could fail prematurely. **This could prevent the Autopilot from driving in one or both directions, or cause it to turn the tiller / wheel fully in one direction, potentially giving rise to a loss of directional control unless or until the system is disconnected.**

*This recall affects the following ACU-150 and ACU-400 serial number ranges only. No other autopilot system components are affected.*

### ACU-150 (E70430)

0720203, and 0620001 to 0720131

### ACU-400 (E70100)

0420339, 0920329, and 0620001 to 0720151

Our records indicate that you have been supplied with ACU-150 / ACU-400 units in the serial number ranges that will be affected by this issue. Please therefore:

**1 Urgently contact each affected customer to share the attached consumer notice, and to arrange for replacement of the ACU at the earliest opportunity.** All affected units will be replaced by Raymarine under warranty. The warranty allowance for this is 1.5 hours (or 2 hours if a sea trial and / or calibration is required).

**2 Please return all affected customer units for re-work and credit.** Please also check your current stock against the affected serial number ranges, and return affected units to Raymarine via the hot-swap RMA process, for replacement or credit.

Date: 19 July 2023

Document: 84296 (Rev 2)

### NOTE

You may wish to advise affected customers to make a note of their existing **Dockside Wizard** settings, **before returning affected ACU** units for replacement.

Following replacement of the affected ACU units, we strongly recommend that you or your customers carry out a re-calibration of each Autopilot system, by completing the **Dockside Wizard**, followed by a **Seatrial Calibration** or **Compass Linearization** (depending on pilot controller variant).

For instructions on how to use the Dockside Wizard and complete a Seatrial Calibration / Compass Linearization, please refer to the accompanying document.

**All replacement ACU units will be covered by the remainder of the replaced unit's warranty.**

If you have any questions or concerns, please contact the relevant Raymarine support team for your region:

**UK / RoW** (+44) (0) 1329 246777

**USA** (+1) 603-324-7900

**Italy** (+39) (0)2 99451001

**Denmark** (+45) 43716464

**France** (+33) (0) 1 46 49 72 30

**Benelux** (+31) (0)26 361 4905

**Norway** (+47) 69264600

**Germany** (+49) 40 237808 0

**Finland** (+358) 207619937

**Sweden** (+46) 317 633670

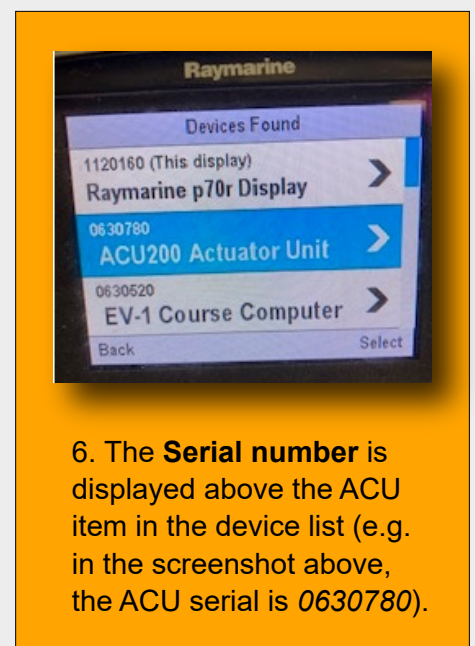
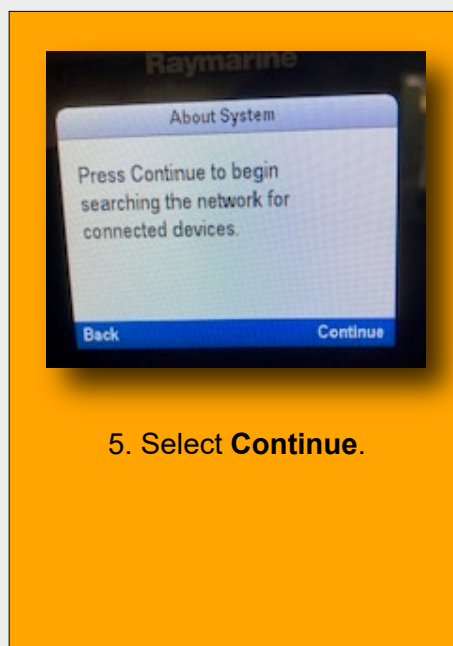
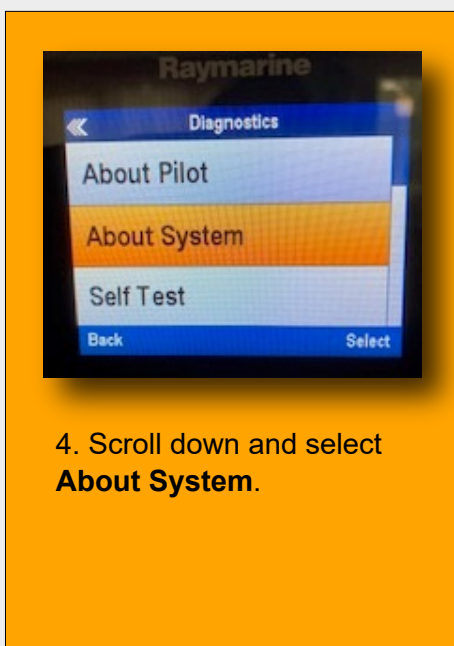
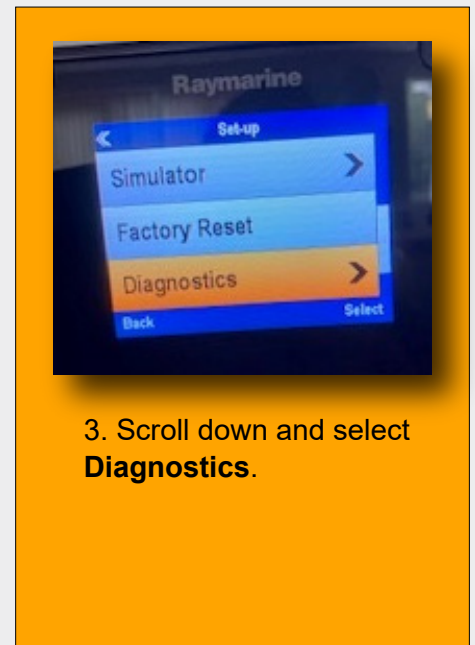
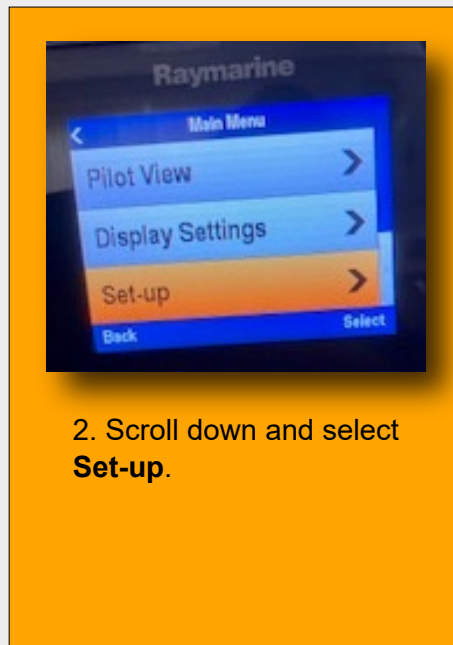
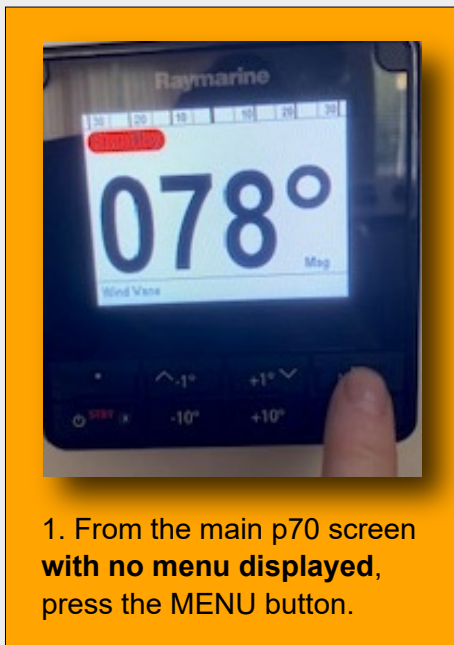


# HOW TO FIND AN ACU SERIAL NUMBER

There are 3 different ways to find the serial number of a Raymarine ACU-150 or ACU-400 unit:

- 1 Using the Diagnostics menu of a Raymarine p70 / p70R / p70s / p70Rs pilot controller
- 2 Using the Diagnostics menu of a Raymarine multifunction display
- 3 On the serial number sticker affixed to the ACU unit itself

1 Using the Diagnostics menu of a Raymarine p70 / p70R / p70s / p70Rs pilot controller:

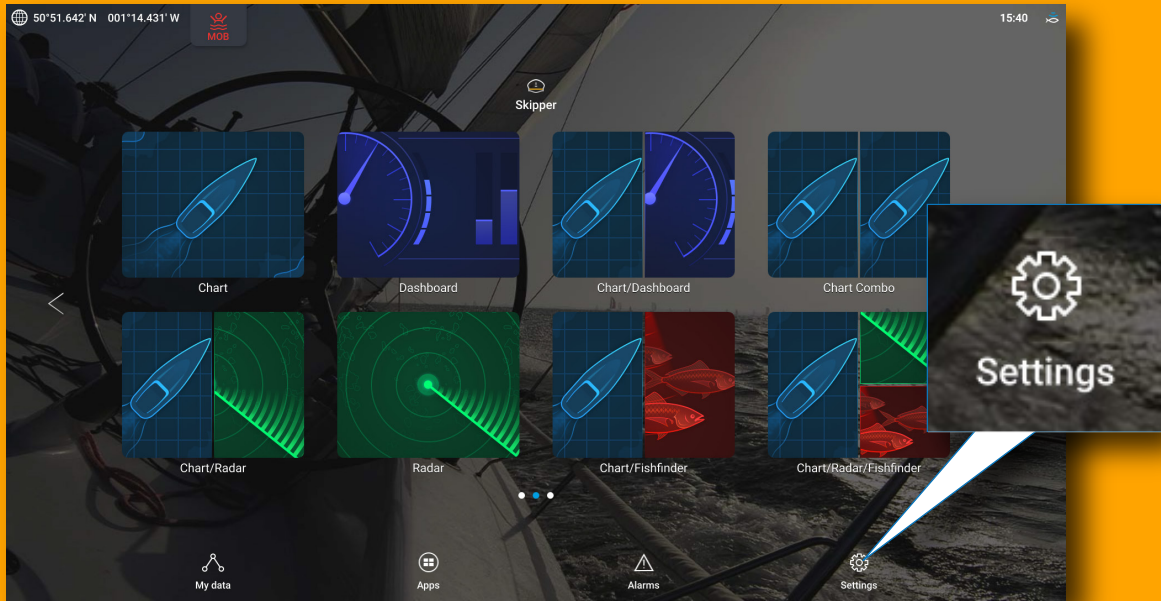




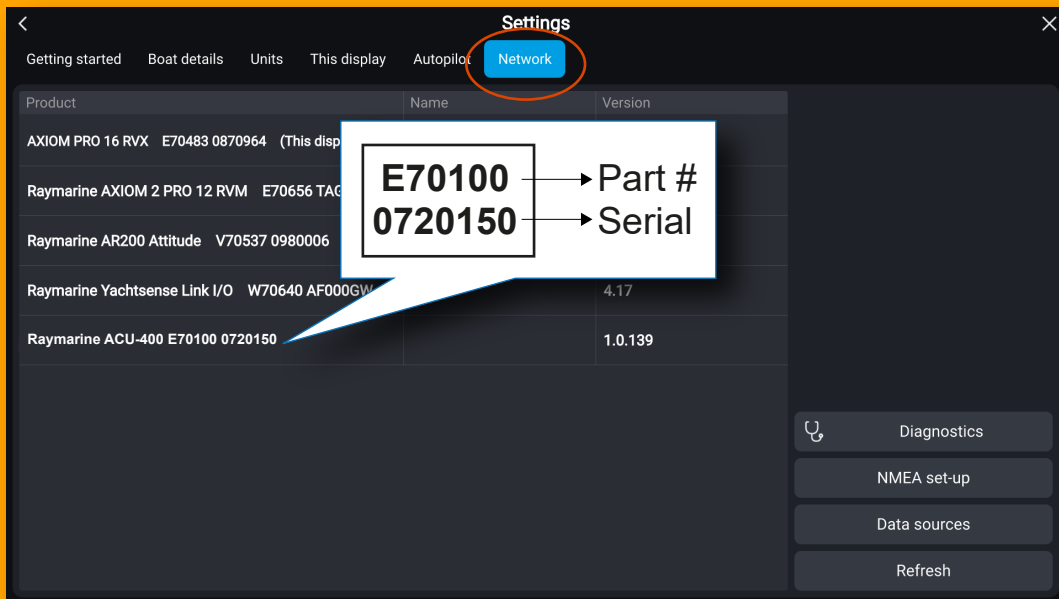
# HOW TO FIND AN ACU SERIAL NUMBER

## 2 Using the Diagnostics menu of a Raymarine multifunction display (MFD):

NOTE: The procedure shown is for an **Axiom** display running **LightHouse 4**. However, the procedure is very similar for older display models also. To find out how to access the Diagnostics for your display, refer to the relevant LightHouse Operation instructions manual for the display.



1. From the Homescreen, select **Settings**.

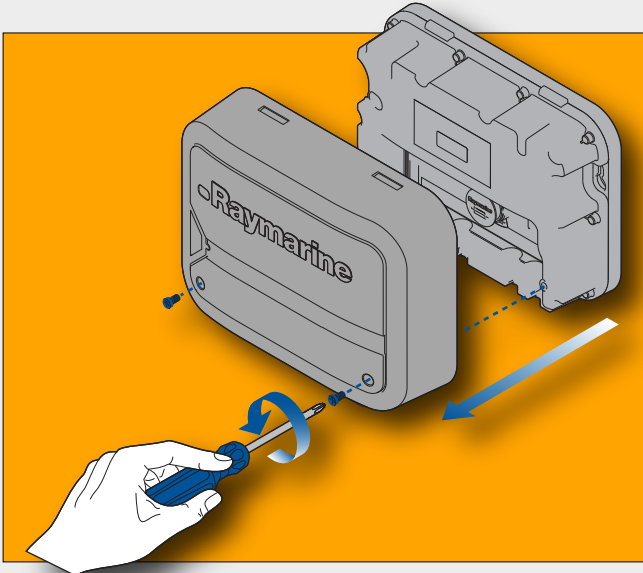


2. From the Settings page, select the **Network** tab. Find the ACU unit in the list of devices. The serial number is the **7-digit number at the end of the device label**.

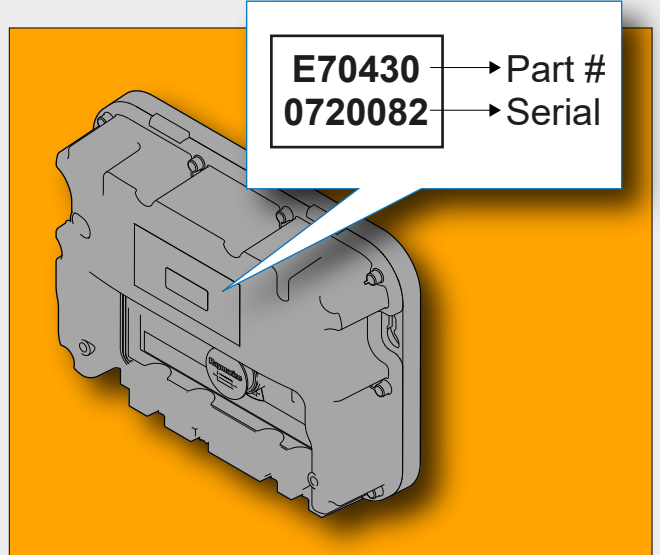
3

On the serial number sticker affixed to the ACU unit itself:

## ACU-150

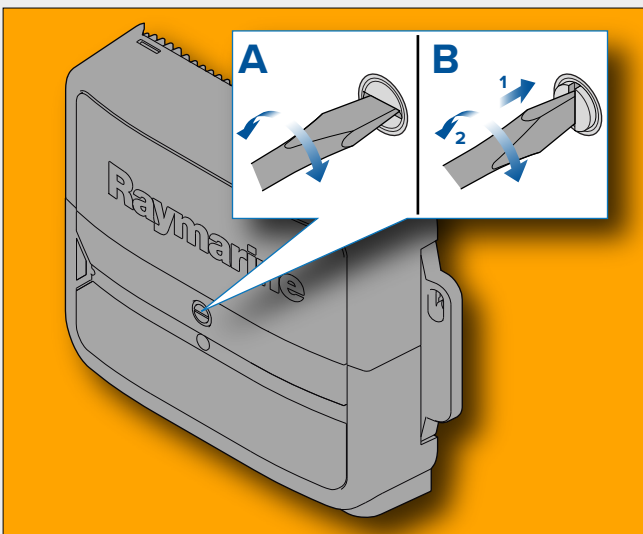


Using a screwdriver, remove the 2 screws that secure the cover. Then carefully detach the cover from the unit base.

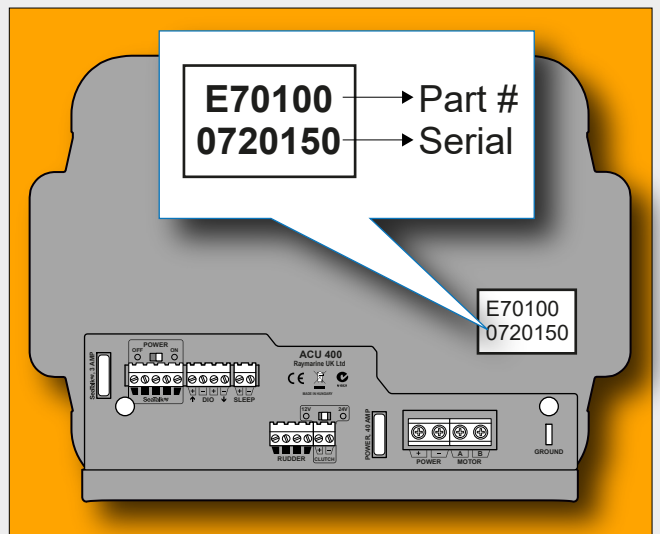


The serial number is listed on the product label. *E70430* is the SKU (part number). The 7-digit number below that is the **serial number**.

## ACU-400



Using a screwdriver, unlock the screw that secures the cover. Then carefully detach the cover from the unit base.



The serial number is listed on the product label. *E70100* is the SKU (part number). The 7-digit number below that is the **serial number**.